

Past Performance Questionnaire for RFP

The information obtained from this questionnaire will be utilized to evaluate the past performance of Offerors making proposals on Defense Logistics Agency (DLA) RFP number SP0700-99-R-7004.

1. Purpose of Questionnaire

The Defense Supply Center, Columbus is soliciting information about the capabilities and performance of _____ to assist in considering this firm for DLA work. DLA is a combat support agency with a primary mission of providing fuels, supplies, and services to American military forces worldwide. This includes the management of over four million consumable items, the processing of more than 30 million annual distribution actions, and the administration of over \$900 billion dollars of DoD other agency contracts.

Please return this questionnaire via mail, fax, email or courier, to Defense Supply Center Columbus, Attn: A76 Contract Support Office, DSCC-DR, P.O. Box 3990, Columbus, OH, 43216-5000 **OR** fax to (614) 692-6273 **OR** email defense_depots@dsccl.dla.mil **OR** Courier Service to 3990 East Broad Street, Columbus, OH 43213 by close of business, June 18, 1999. If you have any questions on the information requirements, please contact DSCC-DR at (614) 692-2258.

2. Questionnaire Instructions

The questionnaire covers several topics designed to provide basic information regarding _____ background and capabilities and your satisfaction with their performance.

The format of the questionnaire follows a five-point scale with 5 being Exceptional, and 1 being Unsatisfactory. Exceptional is defined as performance meets all contractual requirements and exceeds many. Satisfactory is defined as performance, which meets contractual requirements. Unsatisfactory is defined as performance that does not meet most contractual requirements and recovery is not likely in a timely manner.

Please circle the appropriate response.

PAST PERFORMANCE QUESTIONNAIRE

I. CONTRACT IDENTIFICATION

Evaluator/Company/
Agency Name:

Purchase Order
Number:

Evaluator/Company/Agency
Point of Contact:

Length of Contract:

Dates of Performance:

Initial Contract Cost:

Current/Final Contract Cost:

Description of Product and/or Service Provided:

Please list the facilities the contractor operated in:

II. EVALUATOR'S ORGANIZATION

Company/ Organization Name/Address: _____

Company/Organization Description: _____

III. EVALUATOR IDENTIFICATION (this information shall not be released)

Evaluator Name and Title: _____

Evaluator Signature: _____

Evaluator Voice and FAX Numbers: _____

Evaluator E-Mail: _____

****Evaluator: Please circle one response for each question on the following pages and provide comments as appropriate**.**

Past Performance Questionnaire for RFP

IV. EXPERIENCE INTERFACING WITH MULTIPLE CUSTOMERS

1. How would you rate this contractor's ability to perform physical distribution for a minimum of 50 customers?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

Comments _____

2. How would you rate this contractor's performance in making the transition of operations – from public to private sector – “invisible” (not disruptive) to multiple customers?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

Comments _____

3. How would you rate this contractor's performance in transitioning operations as it relates to the infrastructure of your organization and other business functions?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

4. How long was the transition period? _____.

5. How long before this contractor's performance measured up to your company's full performance standard?
_____.

Past Performance Questionnaire for RFP

V. OPERATION OF PROPRIETARY DATA SYSTEMS

6. How would you rate this contractor's ability to operate your data systems?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

7. How would you rate the contractor's effort in enhancing performance/ productivity using state-of-the-art automation?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

VI. ABILITY TO MEET CUSTOMER [S] REQUESTS FOR SPECIFIC PERFORMANCE TIMEFRAMES

8. To what extent did the contractor adhere to contract performance schedules?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

9. How would you rate the contractor's performance in submitting required reports and documentation in a timely manner?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

10. Did the contractor display initiative in meeting requirements?

Exceptional Initiative	Very Good Initiative	Satisfactory Initiative	Marginal Initiative	Unsatisfactory Initiative
5	4	3	2	1

11. What level of training do you feel the contractor's staff received?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
-------------	-----------	--------------	----------	----------------

Past Performance Questionnaire for RFP

	5		4		3		2		1
--	---	--	---	--	---	--	---	--	---

12. How would you rate changes in the contractor's support/performance during the term of the contract

Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
5		4		3		2		1

13. How would you rate the contractor's performance in providing timely assistance or resolution, on- or off-site, when responding to problems identified by customers?

Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
5		4		3		2		1

VII. PERFORMANCE HISTORY

14. How would you rate this company's overall performance on this contract?

Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
5		4		3		2		1

15. Were the contractor's reports and documentation accurate and complete?

Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
5		4		3		2		1

16. To what extent was the contractor's problem tracking/reporting documentation timely, accurate and of appropriate content?

Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
5		4		3		2		1

17. Did the contractor commit adequate resources in a timely fashion to the contract in order to meet the requirements and to successfully solve problems?

Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
-------------	--	-----------	--	--------------	--	----------	--	----------------

Past Performance Questionnaire for RFP

	5		4		3		2		1
--	---	--	---	--	---	--	---	--	---

18. Did the contractor deploy skilled resources capable of executing requirements within and outside the scope of performance?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

19. To what extent did this contractor respond positively and promptly to technical directions, contract change orders, unique task orders, etc.?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

20. To what extent did this contractor submit change orders and other required proposals in a timely manner?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

21. How would you rate this contractor's safety program and safety documentation?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

22. Was performance executed at contractor-owned facilities?

	No		Yes
--	----	--	-----

23. Was performance executed at company-owned facilities?

	No		Yes
--	----	--	-----

24. How would you rate the contractor performance during transition period, i.e., from initial sign-on to full performance?

Past Performance Questionnaire for RFP

	Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
	5		4		3		2		1

25. Has this contractor been the cause of any disruption in your operations? If so, please explain the cause and extent of disruption.

26. Have you experienced any strikes or natural disasters during this contractor's performance? If so, please explain, including the contractor's performance during these situations.

VIII. RECEIVING, WAREHOUSING AND DISPOSAL OPERATIONS

27. How would you rate this contractor's safety awareness/performance?

	Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
	5		4		3		2		1

28. How would you rate the contractor's compliance with hazardous materiel regulations and provisions at the state, local and federal level?

	Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
	5		4		3		2		1

29. How would you rate this contractor's ability to plan and cope with surge requirements?

	Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
--	--------------------	--	------------------	--	---------------------	--	-----------------	--	-----------------------

Past Performance Questionnaire for RFP

	5		4		3		2		1
--	---	--	---	--	---	--	---	--	---

30. To what extent was the contractor's inventories accurate?

Exceptional Accuracy of 99%-100% 5	Very Good Accuracy of 95%-98% 4	Satisfactory Accuracy of 90% -94% 3	Marginal Accuracy of 76%-89% 2	Unsatisfactory Accuracy of Less than 75% 1
---	--	--	---	---

31. How would you rate this contractor's performance in receipt of inbound material to include offloading, tallying, inspecting, handling of materiel, as well as documentation?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
--------------------------------	------------------------------	---------------------------------	-----------------------------	-----------------------------------

32. How would you rate this contractor's ability to identify, locate and pull stock set forth in customer issue requirements?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
--------------------------------	------------------------------	---------------------------------	-----------------------------	-----------------------------------

33. Were there multiple property locations involved?

	No		Yes
--	----	--	-----

34. How would you rate this contractor's ability to store material in a condition ready for issue?

Exceptional 5	Very Good 4	Satisfactory 3	Marginal 2	Unsatisfactory 1
--------------------------------	------------------------------	---------------------------------	-----------------------------	-----------------------------------

35. How would you rate this contractor's skills in packaging and packing as required by type of material?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
--------------------	------------------	---------------------	-----------------	-----------------------

Past Performance Questionnaire for RFP

	5		4		3		2		1
--	----------	--	----------	--	----------	--	----------	--	----------

36. How do you rate this contractor's quality control deployed in relation to:

A. Safety of personnel

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

B. Handling of material

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

C. Facilities

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

D. Operations

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

IX. CUSTOMER SATISFACTION.

37. Was the contractor able to solve contract performance problems without extensive guidance from your organization?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

38. To what extent was the contractor professional and courteous with your organization's staff?

Past Performance Questionnaire for RFP

<input type="checkbox"/>	Exceptional	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Satisfactory	<input type="checkbox"/>	Marginal	<input type="checkbox"/>	Unsatisfactory
	5		4		3		2		1

39. To what extent was the contractor flexible and accommodating with your organization?

<input type="checkbox"/>	Exceptional	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Satisfactory	<input type="checkbox"/>	Marginal	<input type="checkbox"/>	Unsatisfactory
	5		4		3		2		1

40. Would you hire this contractor again?

<input type="checkbox"/>	No	<input type="checkbox"/>	Yes
--------------------------	----	--------------------------	-----

41. Has this contract been partially or completely terminated for default or convenience?

<input type="checkbox"/>	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	Default
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Convenience

If yes, please explain and indicate status: _____

42. Are there any pending terminations?

<input type="checkbox"/>	No	<input type="checkbox"/>	Yes
--------------------------	----	--------------------------	-----

If yes, please explain and indicate status: _____

43. Have any show cause or cure notices been issued?

<input type="checkbox"/>	No	<input type="checkbox"/>	Yes
--------------------------	----	--------------------------	-----

44. To what extent was the contractor effective interfacing with your corporate staff?

<input type="checkbox"/>	Exceptional	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Satisfactory	<input type="checkbox"/>	Marginal	<input type="checkbox"/>	Unsatisfactory
	5		4		3		2		1

Past Performance Questionnaire for RFP

X. ABILITY TO MANAGE CONTRACT

45. Did the contractor provide for effective overall contract management?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

46. Did the contractor coordinate, integrate and provide for effective subcontractor management?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

47. Do you feel the contractor's record keeping practices supported your needs?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

48. Were administrative issues resolved to your satisfaction?

Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
5	4	3	2	1

XI ENVIRONMENTAL

49. Did/does the contractor's work with you include receipt/storage/shipment and disposal of Hazardous Property?

No	Yes
-----------	------------

50. How would you rate the contractor's knowledge regarding regulations associated with Hazardous Property?

Past Performance Questionnaire for RFP #

	Exceptional		Very Good		Satisfactory		Marginal		Unsatisfactory
	5		4		3		2		1

XII. GENERAL

51. What was the basis for selection of this contractor?

52. Is there any information you would like to provide in addition to the above questions?
